

**PAPUA NEW GUINEA PUBLIC SERVICE****JOB DESCRIPTION****1. IDENTIFICATION**

AGENCY: Information and Communication Technology	SYS. POSN. NO:	REF. NO:
OFFICE: TISA RUMA	DESIGNATION/CLASSIFICATION: Business Analyst	
DIVISION: Digital Government	LOCAL DESIGNATION: Business Analyst	
BRANCH: PMU	REPORTING TO: PMU Manager	SYS. POS. NO:
SECTION: PMU	LOCATION: TISA RUMA BUILDING, HIGHLANDER	

HISTORY OF POSITION

FILE REF.	DATE OF VARIATION	DETAILS
Org.	3/30/2023	Short Term Contract

2. PURPOSE

2.1 The Business Analyst will be responsible for analyzing, defining, and documenting business requirements for digital government projects within the Digital Government and Information Delivery Wing of the PNG Department of Information and Communications Technology.

3. DIMENSIONS

The Business Analyst will work on multiple digital government projects, contributing to the overall efficiency and effectiveness of digital service delivery to citizens, businesses, and other stakeholders.

4. PRINCIPAL ACCOUNTABILITIES

4.1 The Business Analyst will be accountable for the successful identification, documentation, and communication of business requirements, ensuring that these align with the strategic objectives of the department and digital government initiatives.

5. MAJOR DUTIES

5.1 Collaborate with stakeholders to understand and document business needs and requirements.

5.2 Analyze and refine requirements to ensure they are clear, concise, and testable.

5.3 Develop use cases, workflow diagrams, and other visual models to illustrate business processes and system interactions.

- 5.4 Collaborate with the project team to ensure requirements are accurately translated into functional and technical specifications.
- 5.5 Assist in the development and execution of test plans to ensure the successful implementation of digital government solutions.
- 5.6 Monitor project progress and provide regular updates to stakeholders.
- 5.7 Identify potential risks and challenges and propose mitigation strategies.
- 5.8 Provide recommendations for process improvements and best practices.
- 5.9 Work with technical teams to design solutions that meet business requirements.
- 5.10 Ensuring all programs, policies, and procedures comply with current legislation.
- 5.11 Develop and maintain process models, flowcharts, and diagrams to support process improvement efforts.
- 5.12 Collaborate with project managers to ensure that projects are delivered on time, within budget, and to the required quality standards.
- 5.13 Support change management efforts by developing training materials, user guides, and other documentation to help stakeholders understand and adopt new processes and systems.

6. NATURE AND SCOPE

6.1 WORKING RELATIONSHIP

(a) Internal

Work closely with colleagues within the Digital Government and Information Delivery Wing, project managers, software developers, and other technical staff in the department.

(b) External

Liaise with external stakeholders, including government agencies, private sector partners, and vendors, to gather and document business requirements and ensure seamless implementation of digital solutions.

6.2 WORK ENVIRONMENT

- The Business Analyst will work in an office setting, with occasional travel to other locations as required by project needs.

7. CONSTRAINTS FRAMEWORK AND BOUNDARIES

Rules/procedures

- Adhere to departmental policies, guidelines, and best practices in business analysis and project management.

Decision

- Make decisions regarding business requirements and project priorities within the scope of assigned projects and in line with departmental guidelines and objectives.

Recommendations

- Provide recommendations on digital government solutions, tools, and processes to improve the department's digital service delivery capabilities.

8. CHALLENGES

- Balancing multiple projects with competing priorities and deadlines
- Ensuring clear and accurate communication of business requirements among diverse stakeholders
- Keeping up with the rapidly changing landscape of digital government initiatives and technology

9. QUALIFICATIONS, EXPERIENCES AND SKILLS

(a) Qualifications

- Bachelor's degree in business administration, Computer Science, or a related field

(b) Knowledge

- Strong knowledge of business analysis principles, methodologies, and tools. Familiarity with digital government initiatives and policies is an asset.

(c) Skills

- Excellent problem-solving, analytical, and communication skills. Ability to work effectively in a team and independently.

(d) Work Experience

- At least 3 years of relevant experience in business analysis, preferably in a government or public sector setting.